



# Complaints Policy

Version 2

Date: 2<sup>nd</sup> September 2019

Reviewed by governing body on 6<sup>th</sup> September 2019. Next review in one year or sooner if required.

## Complaints Policy

'Verily, Allah enjoins Al-Adl (i.e. justice and worshipping none but Allah Alone - Islamic Monotheism) and Al-Ihsan [i.e. to be patient in performing your duties to Allah, totally for Allah's sake and in accordance with the Sunnah and giving to kith and kin and forbids Al-Fahsha' and Al-Munkar and Al-Baghy (i.e. all kinds of oppression), He admonishes you, that you may take heed.'

**Surah Nahl: 90**

This complaints procedure is available to all parents. All complaints must be made through the head teacher, which also includes complaints made against the Governing Body. The investigation will be conducted according to Islamic principles and legal requirements reflecting fairness. The head teacher will follow up any remedial action where applicable. In the event of any complaint, the parents must go through the following stages:

### **STAGE ONE:**

Speak directly to the person/staff concerned. An immediate action will be taken.

### **STAGE TWO:**

If not satisfied speak to the head teacher who will deal with the complaint within three working days.

### **STAGE THREE:**

If you are still not satisfied write to the head teacher who will reply back within seven working days with details of the hearing panel.

If the complaint relates to the head teacher, the Chair of Governing Body, will arrange the hearing panel to listen to the complaint within fourteen days. This will consist of at least three people who have not been directly involved in the matters detailed in the complaint and one of these persons on the panel will be independent of the management and running of the school.

Parents can be accompanied by one other person, if they wish.

The hearing panel will provide their findings and recommendations within twenty-one days.

The complainant, Chair of Governing Body, head teacher and where relevant, the person complained about will be given a copy of any findings and recommendations.

A written record of all the complaints will be kept, indicating whether complaints were resolved at the preliminary stage, or preceded to a panel hearing. All the complaints made, correspondence and statements will be kept confidential.

The number of complaints received for the preceding year will be kept in school records and will be available on request.